

03V-161

G-01516  
JUNE 2003

**SUBJECT: NONCOMPLIANCE RECALL (U.S., EXPORT)**  
**Windshield Washer Pump Fuse on 4000 Series built  
10/24/2000 through 10/15/2001**

**DEFECT DESCRIPTION**

The 5-ampere windshield washer pump fuse, located in the Power Distribution Center, will fail under certain test conditions that render the washer system inoperable. A failure of the windshield washer system is a violation of Federal Motor Vehicle Safety Standard (FMVSS) 104 Section 3.2.

**MODELS INVOLVED**

This campaign covers 4000 Series models built 10/24/2000 through 10/15/2001.

**OWNER NOTIFICATION**

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. A copy of the owner letter is attached. Each owner will be supplied a replacement 10-ampere fuse, label, and CTS-1075 for them to install. In the event a customer does not wish to perform the CUSTOMER REPAIR PROCEDURE, they are directed to contact their dealer. Please see PARTS INFORMATION section for more information.

During the recall process a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

**SERVICE PROCEDURE**

- A. Locate the Power Distribution Center (PDC) Fuse Identity Label on the underside of the PDC lid.

- B. Locate cell labeled, "5A WASHER PUMP," in the lower left bank of cells (see figure 1).
- If the washer pump cell indicates, "10A WASHER PUMP," this truck does NOT require this recall.
  - If the washer pump cell indicates, "5A WASHER PUMP," then continue to letter C.

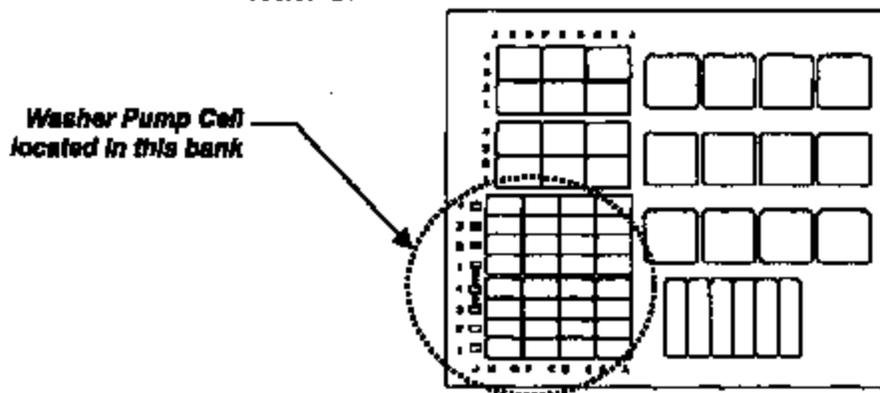


Figure 1

- C. Thoroughly clean and dry the area in and around the, "5A WASHER PUMP," cell so the new label will adhere properly.
- D. Place the new label over the, "5A WASHER PUMP," cell so it now indicates, "10A WASHER PUMP."
- E. Locate and remove the 5-ampere washer pump fuse in the PDC. Replace with a 10-ampere fuse.
- F. Reinstall PDC lid.

### PARTS INFORMATION

The parts required for this recall are:

Part Number	Description	Quantity
MIN10	10 Ampere Fuse	1
8000844R91	Recall Label, 10A Washer Pump	1

Please Note:

- *Should a customer contact you to perform this recall, be sure to have them bring you the parts that were mailed to them.*

### LABOR INFORMATION

Operation No.	Description	Time
A40-01516-1	Replace 5amp fuse with 10amp fuse and add label to PDC lid	.3 hr

## **CAMPAIGN IDENTIFICATION LABEL**

*Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE  
INTERNATIONAL  
Campaign No.  
VIN  
Eng #  
COMPLETED  
Service Location Code #  
DO NOT REMOVE

## **ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)**

Proceed immediately to make necessary correction to units in inventory. **All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery.** If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified **IMMEDIATELY** from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

To avoid having to replace an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

## **POSSIBLE CUSTOMER REIMBURSEMENT**

There may be an occasion when a customer was charged for repairs related to this recall prior to the recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

## **WARRANTY CLAIMS**

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

GROUP	NOUN	C	WARR.	TP	PAD

GROUP: Enter Recall Number

NOUN: Leave Blank.

C: (CAUSE) Enter either 1, 2, or 3.

1. Inspected – no corrections necessary
2. Inspected and repaired.
3. Defective part from parts stock.

WARRANTY: (Warranty Code) Enter 40.

TYPE PART: Enter P for type part causing failure.

PAD: Enter 100.

## **ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)**

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**



INTERNATIONAL TRUCK AND ENGINE CORPORATION  
4201 WINFIELD ROAD, WARRENVILLE, IL 60668

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TRUCK GROUP

**NONCOMPLIANCE RECALL 01516**

June 2003

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has decided the washer pump electrical circuit of 4000 Series models built 10/24/2000 through 10/15/2001 is not compliant to Federal Motor Vehicle Safety Standards (FMVSS) 104 Section 3.2. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**REASON FOR THIS RECALL**

The 5-ampere windshield washer pump fuse, located in the Power Distribution Center, will fail under certain test conditions that render the washer system inoperable. Any resultant reduced visibility may cause a motor vehicle accident.

**ACTION YOU SHOULD TAKE**

1. Our records show that you are the owner of the vehicle identified on the enclosed card. If you are not the owner, please read paragraph number 5.
2. Included with this letter you will find:
  - a "10A WASHER PUMP" label,
  - a 10-ampere fuse,
  - a CTS-1075 Campaign Identification Label, and
  - a CTS-1075 Campaign Identification Label clear overlay.

Please refer to the CUSTOMER REPAIR PROCEDURE, at the end of this letter, for simple instructions on completing the repair yourself.

3. If you do not wish to perform the CUSTOMER REPAIR PROCEDURE, please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired.

**All vehicles involved in this recall must have a Repair procedure completed.**

*You should bring the included label and fuse to the dealer as well. This repair will be performed without charge to you and will take approximately 0.3 hour. Have your dealer verify and correct your address if necessary.*

If your local International dealer performs the repair, they will submit a completion notification; therefore, you **DO NOT** have to mail in the campaign card.

4. **If the vehicle will not or cannot be corrected, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.**
5. **In the event you do not own the vehicle described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so we can contact the new owner and you will not be contacted again regarding this vehicle.**

**REIMBURSEMENT OF REPAIRS COMPLETED PRIOR TO THE RELEASE OF THIS RECALL**

If you paid to repair your vehicle for this defect prior to receiving this recall letter, you may be eligible for reimbursement of the repair costs if they were incurred between 5/31/2002 and 6/31/2003. Contact your local International dealer, with your original repair documentation and proof of payment, and the service advisor will determine what if any of the repair costs will qualify for reimbursement. International dealers determine what repair costs are eligible for reimbursement. However, if you choose not to work through an International dealer, you may submit the enclosed "REQUEST FOR REIMBURSEMENT" form, repair documentation, and proof of payment to:

International Truck and Engine Corporation  
Warranty Claim Center Reimbursement Department  
P.O. Box 888  
Warrenville, IL 60555

**IF YOU NEED ASSISTANCE**

If you take your vehicle to your International dealer on a mutually agreed upon service date, and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual or by calling toll free 1-800-448-7825.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590,

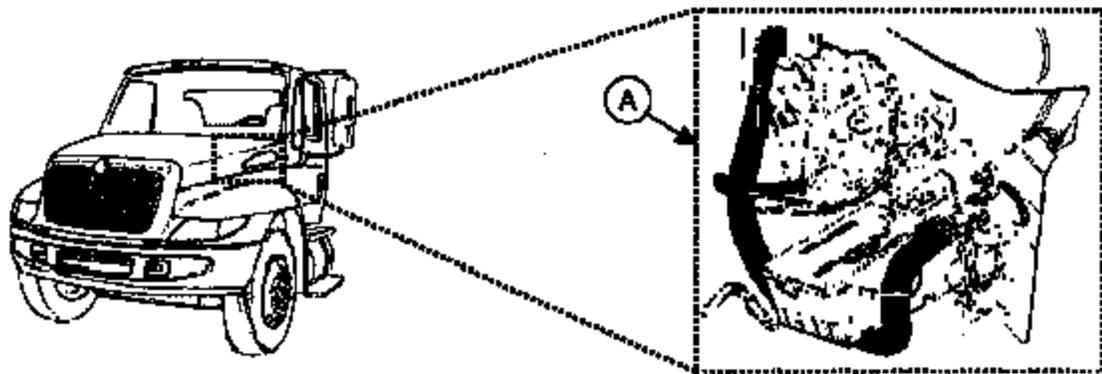
or call the toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to the correction of this defect and apologize for any inconvenience this may cause you.

### **CUSTOMER REPAIR PROCEDURE**

**Note:** All vehicles involved in this recall must have a Repair procedure completed. If you would prefer that an International Dealer install the label and fuse for you at no charge, please refer to paragraph number 3.

- A. Open Hood and locate the Power Distribution Center mounted on the left side of the cowl, near the left side inner fender panel (see figure 1).



View in direction of arrow A

**Figure 1**

- B. Remove Power Distribution Center (PDC) top by depressing tabs on front and rear of box lid (See figure 2).

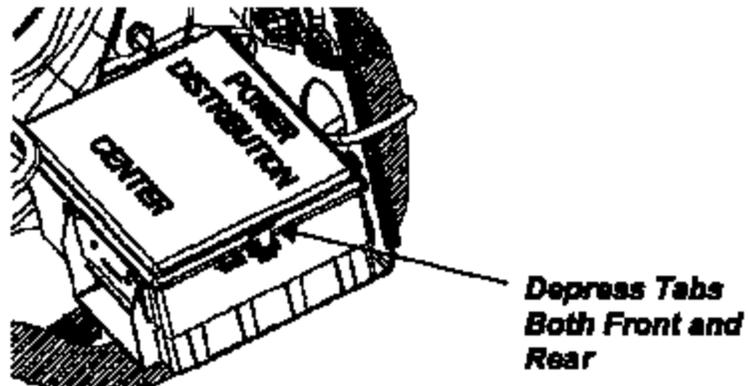


Figure 2

- C. Locate the PDC Fuse Identify Label on the underside of the lid.
- D. Locate cell labeled, "5A WASHER PUMP," in the lower left bank of cells (see figure 3).
- If your washer pump cell indicates, "10A WASHER PUMP," you do not need this recall. Skip down to letter K for instructions on filling out the, "AUTHORIZATION FOR RECALL SERVICE," card.
  - If your washer pump cell indicates, "5A WASHER PUMP," then continue to letter E.

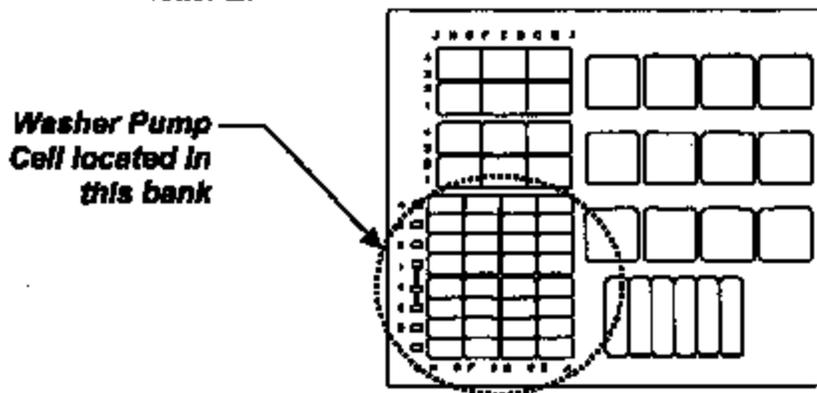


Figure 3

- E. Thoroughly clean and dry the area in and around the, "5A WASHER PUMP," cell so the new label will adhere properly
- F. Place the new label over the, "5A WASHER PUMP," cell so it now indicates, "10A WASHER PUMP."
- G. Locate and remove the 5-ampere washer pump fuse in the PDC. Replace with included 10-ampere fuse.

H. Reinstall PDC lid. Ensure lid tabs are locked in place.

I. Close and secure hood.

J. Fill out and affix the Campaign Identification Label as follows:

- Enter "01516" here
- Enter your Vehicle Identification Number (VIN) here. (Your VIN is on the **AUTHORIZATION FOR RECALL SERVICE** card included with this mailing.)
- Enter "CUSTOMER" here
- Place label on a clean surface as close to the Vehicle Identification Number plate as possible. (VIN plate located inside driver's side door, lower B-pillar area.)
- Place clear overlay on top of the label to ensure protection from damage.

DO NOT REMOVE  
INTERNATIONAL  
Campaign No. \_\_\_\_\_  
VIN \_\_\_\_\_  
Eng. \_\_\_\_\_  
UNEXPECTED  
Service Location Code # \_\_\_\_\_  
DO NOT REMOVE

K. Fill out Included, "AUTHORIZATION FOR RECALL SERVICE," card and mail to International Truck and Engine Corporation.

- *It is very important that the "AUTHORIZATION FOR RECALL SERVICE," card is filled out if you followed the **CUSTOMER REPAIR PROCEDURE**.*

- Use the following instructions when filling out the card:

If your vehicle already had a 10-ampere fuse installed, check box 1

If you followed the CUSTOMER PROCEDURE and installed a new fuse and label, check box 2

*If checking box 1 or 2 does not describe your situation, please refer to paragraph number 4.*

**VEHICLE OWNER -- Please Note**  
Please check one of the following blocks concerning this Vehicle and drop card to mail.

- Vehicle inspected - no corrections necessary.
- Vehicle Corrections completed.
- Vehicle Sold or Transferred. (Please complete CHANGE of OWNERSHIP block.)
- Service has occurred on this vehicle. Reason: \_\_\_\_\_
- Vehicle scrapped (jacked, hit, not run on public streets or highways).
- Vehicle color replacement(s) unknown.
- Vehicle shipped from U.S. to another country. (Please complete CHANGE of OWNERSHIP block.)

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**

# REQUEST FOR REIMBURSEMENT

Safety (or Noncompliance) Recall **01516**

Name _____		( ) _____ Daytime Phone Number
Current Address _____		Apt. No. _____
City _____	State _____	Zip _____
Vehicle Identification Number (VIN) _____	Mileage at time of repair _____	\$ _____ Total amount Requested

\_\_\_\_\_  
Name of facility that performed the repair

The following documentation must accompany this request:

1. The original invoice or repair order itemizing the repairs and the dollar amount for each repair.
2. Proof of payment such as cancelled check, copy of money order, etc.

Mail this request and the above documentation to:

International Truck and Engine Corporation  
Warranty Claim Center Reimbursement Department  
P.O. Box 888  
Warrenville, IL 60555